

# WHYPAY? Ltd

## Code of Practice on Complaint Handling and Dispute Resolution



## Complaint Handling and Dispute Resolution

WHYPAY? Ltd is an independent company that provides dial-in conferencing services. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you, so we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

### In the event of a complaint

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

*By phone:* 0333 3443 3366

*By email:* [helpdesk@whypay.net](mailto:helpdesk@whypay.net)

*By letter:* Andy Wiles, Head of Voice Operations, 30-32 Hanover House, Charlotte Street, Manchester, England, M1 4FD

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will aim to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Group Chief Operating Officer. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 6 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from:

## Ombudsman Services - Communications

*Communications Ombudsman*  
P.O. Box 730, Warrington, WA4 6WU  
T: 0330 440 1614  
E: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)  
W: [www.commsombudsman.org](http://www.commsombudsman.org)

Communications Ombudsman is an independent organisation, which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services aim to resolve disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the reported problem and they will always look at the facts provided to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree to an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do this, if we believe we will shortly resolve your complaint and are taking active steps to do so.

## Useful Addresses

### Communications Ombudsman

P.O. Box 730, Warrington, WA4 6WU

T: 0330 440 1614

E: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

W: [www.commsombudsman.org](http://www.commsombudsman.org)

(CP questions can be directed to [osaccountmanagers@ombudsman-services.org](mailto:osaccountmanagers@ombudsman-services.org))

### Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### Phone-paid Services Authority

c/o Ofcom

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

T: 0300 30 300 20 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### Telephone Preference Service

Rapier House

40-46 Lamb's Conduit Street

London

WC1N 3LJ

TPS 0345 070 0707

Registration

Tele 0207 291 3320

E: [tps@dma.org.uk](mailto:tps@dma.org.uk)

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)



**Federation of Communication Services**

*Unit 14, The Stottie Shed, Baker's Yard, Christon Road, Gosforth, Newcastle-upon-Tyne, NE3 1XD*

*T: 020 7186 5432*

*E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)*

*W: [www.fcs.org.uk](http://www.fcs.org.uk)*



Licence number **C-002600**

Correct at the time of printing, published January 2025